

IN THE CLAIMS

Please amend the claims as follows:

1. (Currently amended) A device comprising:
a telephone port for coupling to a telephone network; and
one or more processors coupled with the telephone port, wherein the one or more processors; ~~are adapted to~~
establish a modem connection with each of a plurality of modems over a one or more telephone lines;
exchange data over the modem connection wherein the data includes a user attribute;
determine an individualized hold timeout time limit for the modem connection
according to a user profile associated with the user attribute;
place the modem connection on hold from the exchanging of data to start a hold session; and
prevent the hold session from exceeding ~~an~~ the individualized hold timeout time limit;
~~wherein the modem connection is resumed at the conclusion of the individualized hold timeout time limit.~~
2. (Currently amended) A method comprising:
establishing a connection with a modem over a telephone line;
receiving a request for a modem on hold state;
~~determining decoding~~ determining an individualized modem on hold time limit for the connection
according to a user attribute contained in the request; and
placing the connection in the modem on hold state in response to the request, ~~whereby~~
~~the modem on hold state is prevented from exceeding the individualized modem on hold time limit and the connection is resumed at the conclusion of the individualized modem on hold time limit.~~

3. (Currently amended) The method according to claim 2 including looking up the individualized modem on hold time limit according to a predetermined user profile associated with the ~~connection~~ user attribute.

4. (Currently amended) The method according to claim 2 ~~including receiving the individualized modem on hold time limit according to information contained in the request 3~~ including storing the user profile in a database.

5. (Currently amended) The method according to claim 2 including determining a ~~response to the expiration of the individualized modem on hold time limit by either canceling the modem on hold state or disconnecting the connection~~ an identification of the current user through an authentication and authorization process.

6. (Currently amended) The method according to claim 5 ~~whereby a user requests the response prior to 2 wherein the request includes instructions to cancel the modem on hold state or disconnect the connection upon the expiration of the individualized modem on hold time limit~~.

7. (Currently amended) A system comprising:
one or more processors; and
one or more modems that send a modem timeout request over a telephone network, wherein the one or more modems temporarily cease communicating according to an individualized modem on hold (MOH) timeout limit determined by the one or more processors according to an individualized user profile associated with each of the one or more modems and in response to the modem timeout request.

8. (Currently amended) The system according to claim 7 including a database storing the individualized user profile, wherein the one or more processors ~~instruct the one or more modems to resume communicating at the conclusion of the individualized MOH timeout limit~~ retrieves the individualized MOH timeout limit associated with the individualized user profile.

9. (Currently amended) The system according to claim 7, wherein ~~aa~~ the individualized user profile includes a predetermined user response to the individualized MOH timeout limits.

10. (Currently amended) An apparatus comprising:
a network interface;
a modem communicating across the network interface; and
an endpoint device that sends a modem timeout request over the network interface,
wherein the modem temporarily ceases communicating according to an endpoint specific timeout limit ~~and in response to~~ associated with an endpoint identification included with the modem timeout request.

11. (Currently amended) The apparatus according to claim 10 wherein the ~~modem timeout request includes the~~ endpoint specific timeout limit is associated with the endpoint identification according to a stored endpoint profile.

12. (Currently amended) The apparatus according to claim 10 wherein ~~the endpoint device optionally sends a request for the modem to permanently cease communicating prior to or at the conclusion of the endpoint specific timeout limit~~ the modem timeout request includes instructions to cancel the modem on hold state or disconnect the connection upon the expiration of the endpoint specific timeout limit.

13. (Currently amended) A method comprising:
establishing a modem communication session over a phone line;
sending a request for a modem on hold timeout;
providing a user identification;
determining an individualized modem on hold timeout limit associated with the user identification;
establishing a non modem communication session over the phone line; and
terminating either the non modem communication session; and or resuming the modem communication session at the conclusion of ~~an~~ the individualized modem on hold timeout limit according to a user profile.

14. (Currently amended) The method according to claim 13 including ~~sending the individualized modem on hold timeout limit according to information contained in the request~~ determining the individualized modem on hold timeout limit according to the user profile associated with the user identification.

15. (Currently amended) The method according to claim 13 including ~~optionally sending a request to terminate the modem communication session prior to or during the non modem communication session~~ the conclusion of the individualized modem on hold timeout limit; and
continuing the non modem communication session.

16. (Currently amended) A system for managing a modem connectivity session, the apparatus comprising:

- means for establishing a modem connection for each of a one or more modems;
- means for associating a user profile with the modem connection;
- means for determining a connection specific hold timeout limit for each of the one or more modems according to the user profile; and
- means for placing each of the one or more modems in a modem on hold state.

17. (Currently amended) The system according to claim 16 including a means for ~~determining a system response maintaining the modem connection~~ at the completion of the connection specific hold timeout limit according to instructions contained in the user profile.

18. (Currently amended) The system according to claim ~~16~~ 17 including a means for ~~retrieving updating the a-user profile to determine the connection specific hold timeout limit~~ according to a user request received during the modem connectivity session.

19. (Currently amended) The system according to claim 16 including a means for ~~optionally canceling the modem connection during prior to a completion of the modem on hold state~~ and maintaining a non modem connection.

20. (Currently amended) A computer-readable medium containing a program for managing modem sessions, the program comprising:

instructions for establishing a modem session for each of a one or more modems;
instructions for associating a predefined modem specification with the modem session;
instructions for determining an individualized modem on hold timeout limit for each of the one or more modems according to the modem specification; and
instructions for placing the one or more modems in a modem on hold state.

21. (Currently amended) The program according to claim 20 including instructions for determining ~~the individualized modem on hold timeout limit according to a predefined modem specification associated with the modem session~~ a system response at the completion of the individualized modem on hold timeout limit.

22. (Currently amended) The program according to claim ~~21~~ whereby the individualized modem on hold timeout limit is received from the modem 20 wherein the predefined modem specification is saved in a database.

23. (Currently amended) The program according to claim 20 including instructions for ~~responding to an expiration of the individualized modem on hold timeout limit by either canceling the modem on hold state or disconnecting the session~~ for canceling the modem session during the modem on hold state and maintaining a non modem session.